

Administration Manual

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POLICY

It is the policy of Campbellford Memorial Hospital (CMH) to provide training about the provisions of its services to persons with disabilities. All CMH employees, volunteers, contractors, and physicians, who deal with the public, will receive Accessibility training pursuant to the Accessibility for Ontarians Disabilities Act (AODA) and the Accessibility Standards for Customer Service, Ontario Regulation 429/07, as outlined in the [Core Education \(4-455\)](#) policy.

CMH will provide ongoing training in regard to changes in its policies, practices or procedures. CMH will keep records of the training provided, including dates training is provided and the number of persons trained.

Personnel responsible for the development of policies, practices and procedures regarding the provision of goods or services to the public or other third parties will receive Accessibility training.

PROCEDURE

Accessibility training will include:

1. How to provide services in a manner that respects the dignity and independence of persons with disabilities.
2. A review of the AODA and the requirements of the Customer Service Standard.
3. How to interact and communicate with persons in a manner that takes into account their disabilities.

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4. How to interact with a person with disabilities who require the use of an assistive device, service animal or support person.
5. How to use equipment or devices available at CMH.
6. What to do if a person with a disability is having difficulty accessing the services provided by CMH.
7. The Ontario Human Rights Code.

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